

Town of Frederick Town Board



Eric Doering, Mayor

Sue Wedel, Mayor Pro Tem
Liberta Hattel, Trustee
Amy Schiers, Trustee

Tony Carey, Trustee
Gerry Pfirsch, Trustee
Jim Wollack, Trustee

IM 2009- 003

Utility Billing Discussion

Agenda Date: Town Board Meeting - February 23, 2010

Attachments:

- a. Water Shut off Analysis
- b. Late Notice
- c. Shut off Notice

Issue/Request:

The Board of Trustees has requested staff to study and provide additional information and analysis on the utility billing process for monthly water shut off procedures.

Submitted by: Bryan Ostler _____
Interim Finance/HR Director

Approved for Presentation: Deek Todd by ny
Town Administrator

AV Use Anticipated Projector _____ Laptop _____

Certification of Board Review:

Town Clerk

Date

Detail of Issue/Request:

The Board of Trustees has requested staff to provide information on the water shut off policy and procedures. The Town Administrator has formed a task force that includes the departments upon which the policy and procedure impact their operation directly including the Interim Public Works Director, Town Clerk, Interim Finance/HR Director, and the Assistant Town Attorney to assess the policy and procedures effectiveness and efficiency.

Legal/Political Considerations:

In aggregate, delinquent utility accounts for utility services provided by the Town account for approximately 1.7% of total customer accounts serviced by the Town. As this number indicates, the most effective tool for collection of delinquent water accounts is the Town's authority to discontinue water service for nonpayment of utility bills. Other legal remedies include liens that are served once a year for failure to pay for water services supplied by the Town within ninety (90) days of the billing date.

Alternatives/Options:

The task force will provide additional information, at the February 23rd meeting, of alternatives to consider by creating an additional "door hanger" notice to customers that have an outstanding account balance of thirty (30) days or more, providing the Town Administrator with discretion to turn on water if situation warrants, an emergency turn on fee, and restoring water service if the delinquent bill is paid the same day.

Financial Considerations:

Financial impact of providing an additional "door hanger" notice to customer accounts that are thirty (30) days past due are minimal including cost for additional man hours of approximately eight hours, material cost, and fuel costs.

Staff Recommendation:

Staff will provide additional information of the pros and cons in considering all four (4) options and the impact each alternative will have on the internal procedure and resources of the Town, and the impact each alternative will have in providing responsive customer service.